

4 May 2020

Notice on BOCHK Branch Services

Bank of China (Hong Kong) Limited (“BOCHK”) would like to notify its customers and the general public that except for the branches listed below, the temporarily closed BOCHK branches will resume services from 4 May 2020 (Monday). With the implementation of all necessary epidemic prevention measures, 190 BOCHK branches across the city will provide normal services. Details of these outlets are available at our website (www.bochk.com/en/branch.html).

We will continue to fully support the community efforts against the outbreak and adopt necessary sanitisation practices in all branches. We will conduct body temperature checks for customers entering branches and remind them to wear a mask. Special crowd control and queuing measures will continue to be implemented to maintain an appropriate distance between customers who are waiting to be served. We will closely monitor the situation in Hong Kong and review current measures from time to time to make appropriate arrangements.

Customers are also encouraged to continue to access bank services via electronic means such as Mobile Banking, Internet Banking and Phone Banking. For enquiries, please call BOCHK’s Customer Service Hotline at (852) 3988 2388.

The services of the following branches will remain suspended until further notice:

Branch Name	Branch Address
Kowloon	
OUHK Branch	The Open University of Hong Kong, 30 Good Shepherd Street, Ho Man Tin
New Territories	
HKUST Branch	The Hong Kong University of Science & Technology, Clear Water Bay Road
Hong Kong International Airport Branch	Unit 5T054-056, Level 5, Arrivals Greeting Hall, Terminal 1, Hong Kong International Airport